

VERTO

TRAINING

SERVICES

STUDENT HANDBOOK



TRAINING ORGANISATION ID: 6971



verto.org.au

THIS STUDENT HANDBOOK DEMONSTRATES VERTO'S COMMITMENT TO PROVIDING HIGH QUALITY VOCATIONAL EDUCATION AND TRAINING TO THE STANDARDS FOR REGISTERED TRAINING ORGANISATIONS 2015 (SNR). VERTO EMPLOYEES RESPECT AND ADHERE TO POLICIES AND PROCEDURES TO MEET THESE STANDARDS



ENROLMENT, INDUCTION AND ORIENTATION

VERTO conducts enrolment, induction and orientation for all students. The Student Handbook is explained, an enrolment form is completed, and the specific needs of the individual student is identified with regards to:

- Language, Literacy and Numeracy support
- Venue safety and facility arrangements
- Relevant legislative requirements and accessibility
- Review of the training and assessment course and flexible learning and assessment
- Student support, welfare and guidance services arrangements
- Appeals and complaints procedures
- Disciplinary procedures
- Recognition of Prior Learning and Credit Transfer.

Every course requires you to enrol, regardless of the type of course. This enrolment takes place prior to classes starting.

Prior to enrolling into a Nationally Recognised Training Qualification, or an accredited course students can access information by personal request to our Customer Service Centre **1300 4 VERTO**, or through our website **verto.org.au**

To enrol in accredited courses you will need to provide a Unique Student Identifier (USI) and verify your identity by providing one of the following:

- Birth Certificate
- Passport
- Driver's Licence
- Proof of Age Card

Some of the courses we schedule may have additional enrolment requirements. You will be advised of these in advance.

You will be advised if your ID document needs to be photocopied and retained for reasons relating to the conditions of the course you are enrolling in.

Unique Student Identifier (USI)

From 1 January 2015, it is a requirement of the Australian Government that every Vocational Education and Training (VET) student enrolling in a Nationally Recognised Course, will require a USI Number before any Certificates can be issued.

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that gives students access to their USI account. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications.

You can register for your USI Number by **www.usi.gov.au**

On enrolment your USI Number will be verified.

FEES, CHARGES AND REFUNDS

When you enrol, you will need to pay a fee, unless you qualify for an exemption. This can be discussed prior to enrolment. All course fees must be paid 5 days prior to the start date. The fee structure will be clearly stated prior to the enrolment process. For further information on the full fee structure, contact **1300 4 VERTO**.

The fee structure for Recognition of Prior Learning will be available upon application.

VERTO does not accept cash payment for course fees due to security concerns. Pay online at **verto.org.au** or over the phone by credit card. You can also post a cheque, money order or bank cheque.

The GST inclusive price has been quoted where relevant. Tax invoices will be provided.

Cancelled courses

Every effort is made to ensure that courses run as advertised, however VERTO reserves the right to alter any arrangements, including cancelling courses if required. Most courses need a minimum number of students to proceed.

Students will be contacted by mail or phone at least 3 days prior to the course start date if the course is not going ahead. A refund will be provided within 3 weeks. It may be possible to arrange a transfer to another course.

Refunds

Once an enrolment is processed, refunds or transfers can only be arranged in the following circumstances:

1. Where a course is cancelled or changed by VERTO.
2. A refund request from a student is received at least seven (7) days prior to the commencement of a course.
3. A transfer request is received at least seven (7) days prior to the commencement of a course.

Full course fees will be charged when:

- Students cancel or withdraw less than seven (7) days before the commencement of a training course.
- Students fail to attend a training course.

Written requests for a refund detailing extenuating circumstances for students withdrawing from courses will be considered at the discretion of VERTO.

Students may request a transfer to another course, within the next six (6) months if at least seven (7) days notice prior to the course start date is given.

In the event of exceptional circumstances please contact us to discuss your refund options.

RECOGNITION

Students seeking any of the recognition options listed below should advise their Coordinator and/or Trainer/Assessor as early as possible, preferably at the time of enrolment to obtain the relevant application form.

Recognition of qualifications issued by other RTOs

VERTO recognises the AQF Qualifications and Statements of Attainment issued by any other Registered Training Organisation. Credit transfer may be granted for unit(s) of competency completed by a student within the last two years, subject to a validity check.

Recognition of prior learning (RPL)

Recognition of prior learning assessment is available to all VERTO students. RPL involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system. RPL is an assessment process that assesses this informal learning to determine the extent to which that individual has achieved the required learning outcomes or competency outcomes. RPL Assessment does not include any additional training at the unit of competency level.

Applying for recognition

Students wanting to apply for Recognition of Prior Learning should contact VERTO to request a Recognition Kit. You may undergo the following steps as part of the recognition process:

1. Identify which Competencies or learning outcomes in which you already have competence.
2. Contact your assigned trainer/ assessor to arrange a recognition interview. Should you decide to proceed, you will need to complete a Skills Recognition Kit.
3. As guided by your assigned trainer/ assessor, complete and submit all necessary evidence and assessment tasks.

DELIVERY OF TRAINING

VERTO ensures that all resources meet the requirements of the relevant endorsed Training Package(s) and/or accredited course(s), for the delivery, assessment and issuing of qualifications. VERTO has in place and applies the following resources:

- Trainers with appropriate qualifications and experience
- Delivery and assessment resources appropriate to the methods of delivery and assessment requirements
- Relevant Training Package and/or accredited course documents and support materials, with necessary copyright authorisations.

Delivery strategies used by VERTO are designed in consultation with industry and employers to best achieve the required elements of competence while giving full consideration to the learning style of the student. The provision of training may include a flexible combination of on and off-the-job delivery and assessment.

ASSESSMENT PROTOCOLS

VERTO is committed to ensuring valid and reliable assessment of achievements against industry competency standards.

All assessment undertaken by VERTO remains consistent with the Principles of Assessment, Rules of Evidence and the requirements of the Training Packages.

Assessment pathways

VERTO offers students a number of assessment pathways appropriate to the qualification outcome. Assessment conducted for the purposes of national recognition may lead to a part or a full qualification under the Australian Qualifications Framework. The main assessment pathways to a qualification are as follows:

- Off-the-job training and assessment
- Workplace assessment
- Recognition of prior learning

Conducting assessment

When conducting assessment, VERTO ensures it has personnel with appropriate qualifications and adheres to the requirements of the Training Package and the Standards for Registered Training Organisations 2015.

VERTO ensures that the personnel conducting assessments use appropriate methods for recording, storing and accessing assessment outcomes.

Assessment activities undertaken by VERTO use the following methodology:

1. Assessments are fully explained to students. Throughout accredited training, students are regularly reminded of the ongoing availability of assessment.
2. Opportunities for Recognition are also discussed, as are any available flexible methods of assessment. The appeals and reassessment process is also outlined.
3. The assessment requirements of the unit(s) of competence/module(s) are outlined, and any particular arrangements for the workplace/ training environment are arranged.
4. All evidence-gathering methods remain reliable, flexible, valid and fair.
5. As assessments are undertaken, trainers/assessors record individual student assessment results.
6. Post-assessment guidance is available to students.

7. A fair and impartial appeals process is available.
8. Evaluation of assessment processes and procedures is gathered on an on-going basis.

Material handed in to your trainer as evidence must be retained by VERTO for compliance reasons. This will not be returned to the student. We advise you to keep a copy of all assessments you submit.

Course completion and re-assessment

All Nationally Recognised Training will be assessed by competency based assessment. At the commencement of the course the Trainer/Assessor will discuss the methods of assessment used to determine competence. Students will be assessed as COMPETENT or NOT YET COMPETENT in their ability to meet ALL of the elements of competency, performance criteria and other evidence requirements as set out in the nationally endorsed competency standard. Should an assessment be deemed 'not yet competent', students have two (2) opportunities to resubmit in order to achieve a 'competent' outcome.

Two weeks beyond the course completion date is allowed for completion of all assessment tasks. After this period your enrolment and results will be finalised. If you are assessed as NOT YET COMPETENT this means that you will need to provide more information or evidence, or demonstrate again the task or the activity involved. How and when you do this will be negotiated with your trainer and/or assessor.

If you wish to build on your studies in the future you are welcome to enrol by contacting 1300 4 VERTO. Our customer support team will assist you with information on relevant courses available, course fees etc.

ISSUING QUALIFICATIONS AND STATEMENTS OF ATTAINMENT

VERTO issues AQF Qualifications and Statements of Attainment that meet the requirements of the Australian Qualifications Framework implementation handbook and accredited courses from our scope of registration. On successful completion of training you will be issued with a Nationally recognised credential.

A Certificate of Attendance can issued upon request of students who complete non-accredited courses.

Request for reprints

Fees apply for reprinting of credentials.

COMPLAINTS, APPEALS AND FEEDBACK

VERTO is committed to providing high quality service to all students. To achieve this standard, we need your feedback which lets us know what is important to you so we can continuously improve.

Complaints

VERTO has a formal complaints procedure which is detailed in a separate brochure. This procedure is available to all students and employees to ensure that concerns and complaints are handled objectively and in a structured manner. This brochure is available at the front counter of all VERTO sites. More information is available by phoning **1300 4 VERTO** or visiting our website verto.org.au

Appeals

An appeals and reassessment process is an integral part of all training and assessment pathways leading to a Nationally Recognised Qualification or Statement of Attainment under the Australian Recognition Framework.

VERTO's time period for acceptance of assessment appeals is 28 days after the student has been issued with the results of their assessment.

If you wish to appeal an assessment decision, we have some simple procedures to enable us to deal quickly and efficiently with your concerns.

Step 1: Please discuss the issue with your trainer. (If you feel uneasy with this option, go to step 2)

Step 2: If you are not satisfied with the way in which your appeal is dealt with, please call **1300 4 VERTO** to speak to the appropriate person who will identify the main issues of your appeal, and agree to set a course of action to achieve a joint solution. This may include a review of your Assessment evidence.

Step 3: If you are still not satisfied with the result you can seek an independent review of the Assessment decision. VERTO management can advise you of the various external bodies available. You will then be able to decide which one best suits your needs.

Every effort is made to settle the appeal to both the student's (the appellant) and VERTO's satisfaction. Each appellant has an opportunity to formally present his/her case to VERTO and is given a written statement of the appeal outcomes, including the reasons for the decision. This may include being heard by an independent person or panel through the Australian Council for Private Education and Training (ACPET).

If, after following the appeals procedure, you are still not satisfied, you may submit a complaint to the Australian Skills Quality Authority (ASQA) by phoning **1300 701 801** or emailing complaintsteam@asqa.gov.au.

Commitment to quality and continuous improvement

VERTO welcomes feedback from all students and sees this as a valuable mechanism to ensure that we are continuing to meet the needs of our students, as well as consistently delivering a quality training and assessment experience.

VERTO asks all students to complete a feedback survey at the end of their course. Other feedback, preferably in writing, can be provided to your Coordinator/Trainer/Assessor.

DISCIPLINARY PROCEDURES

As a student you can expect:

- Suitably qualified employees and trainers/assessors
- Appropriate teaching methods and materials
- Professional conduct
- Clean, comfortable facilities suitable for adult learning
- Accurate and current information
- Opportunities for input into your learning needs

As a student you are entitled to:

- Be treated with courtesy, fairness and respect
- Privacy concerning personal information, subject to statutory requirements
- Learn in an environment free of discrimination and harassment
- Be informed of assessment procedures (if applicable)
- Pursue your educational goals in a supportive and stimulating environment
- Lodge a complaint through the complaints process

As a student it is your responsibility to:

- Treat other people with courtesy, fairness and respect
- Attend assessment events and submit assessment items (if applicable) on time
- Be punctual and attend regularly
- Not engage in plagiarism or cheating in any assessment or examination (if applicable)
- Observe normal safety practices, including local smoking regulations
- Behave in a responsible manner, by not littering, harassing, offending or distracting fellow students or employees, damaging property, injuring other people, or attending class affected by alcohol or illegal drugs.

If you are unable to meet your responsibilities you will be asked to talk to the relevant Coordinator who will refer to the relevant policy or procedure (such as the Plagiarism Policy or Disciplinary Procedure) for the applicable action.

You may contact the relevant Coordinator for this information.

In the specific case of a student attending training/assessment activities under the influence of alcohol or illegal drugs, assistance to access appropriate referral agencies will be offered.

CHILDREN OF STUDENTS IN THE WORKPLACE OR TRAINING VENUE

VERTO aims to provide an adult learning experience for our students. As such we do not encourage people to bring their children (under 16 years) into the workplace or training venue.

WORKPLACE HEALTH AND SAFETY (WHS) – A SHARED RESPONSIBILITY

Trainers and Assessors will provide students with an overview of WHS requirements, and emergency procedures at the beginning of each course. We encourage all students and employees to bring WHS concerns to the attention of their Trainer/Assessor and/or supervisor as soon as possible.

PRIVACY

VERTO is committed to protecting the privacy of its students and is required to do so under the Privacy Principles (Privacy Act 1988 and the Privacy Amendment (Private Sector) Act 2000, and 13 Information Privacy Principles (Privacy Act 1988)).

VERTO has a formal privacy statement which is detailed in a separate brochure. This procedure is available to all students and employees to ensure that your privacy and the privacy of your personal information is upheld. This brochure is available at the front counter of all VERTO sites. More information is available by phoning **1300 4 VERTO** or visiting our website verto.org.au

VERTO TRAINING SERVICES

227 Howick Street,
Bathurst NSW 2795
1300 4 VERTO (1300 483 786)
training@verto.org.au

What information is collected and the purpose of collection

Information concerning students, including information submitted at enrolment, will be used by VERTO or other authorised organisations for the purposes of general student administration, communication, state and national reporting, course monitoring and evaluation. The information may be disclosed to the National Centre for Vocational Education Research (NCVER) and/or an agency authorised to undertake surveys. We do not sell or give away our customer lists. The provision of this information is necessary for both enrolment and re-enrolment. Information provided will be stored securely and disposed of securely when no longer needed.

Access to your personal information and records

VERTO provides access to the personal information that is held about students. If you require access to your personal information please contact us on **1300 4 VERTO** or in writing to **info@verto.org.au**.

ACCESS. EQUITY. STUDENT SELECTION AND ADMISSION

Every student who meets the entry requirements (if applicable) as prescribed by the appropriate Training Package or funding body will be accepted into any training/assessment course. In addition:

- VERTO incorporates the principles of equity into all courses
- VERTO's employees are instructed in their responsibilities with regards to access and equity principles
- Students have equitable access to courses irrespective of their gender, culture, linguistic background, race, location, socio-economic background or disability.

Some courses may have a limited number of vacancies and these will be filled in chronological order of completion of enrolment and payment of fees if applicable.

Enrolment procedures will therefore be free of discrimination, and if an individual does not meet entry requirements, all attempts are made to assist them to identify alternative courses of action.

All students are encouraged to check the My Skills website prior to enrolling in a course to ensure the qualification or course meets their career goals and is recognised by the particular industry.

The following website will assist students to do this: **www.myskills.gov.au**

Language, Literacy and Numeracy

VERTO recognises that all vocational training includes language, literacy and numeracy tasks and ensures all VERTO trainers and assessors provide:

- Materials, resources and assessment tools and tasks that do not require students to have language, literacy and numeracy skills of more complexity than those used in the workplace for the competencies being taught or assessed
- Opportunities for repeated and supported practice; and
- Opportunities for independent practice.

VERTO encourages any student who feels they may experience difficulties in reading, writing and numbers to advise their trainer or representative prior to the course commencement.

Assistance will be made available through experienced trainers supporting students with language, literacy and numeracy needs. Where a prerequisite for training requires a particular level of literacy and numeracy, or other entry skills, an assessment will be undertaken.

This initial assessment is designed to be a non-threatening experience. The assessment will involve learning, reading, writing, oral communication and numeracy questions to determine LLN skills at the time of enrolment. A VERTO representative will conduct this assessment.

The assessment will help to establish entry to a course/training course and will help identify where special training and support resources can be utilised during the course.

Where some students require additional practice and training VERTO can arrange appropriate language, literacy and numeracy support.

Student welfare, guidance and support services

All students enrolled with VERTO are treated as individuals and are offered advice and support services that assist them to achieve their individual outcomes. VERTO does not offer formal welfare or guidance services but every effort will be made to assist students to access appropriate support agencies. Students may contact their trainer for further information and support.

MARKETING

VERTO will market and advertise products and services in an ethical manner following the Standards for RTOs 2015. VERTO will promote its products and services with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of this information no false or misleading comparisons will be drawn with any other provider or course.

Specific course information, including content and vocational outcomes is provided to students prior to enrolment.

Ethical Marketing Practices

1. VERTO will adopt policies and management practices which maintain highly professional standards in the marketing and delivery of its products and services and which safeguard the interests and welfare of all students.
2. VERTO will maintain an educational environment that is conducive for all students to achieve the predetermined 5 competencies.
3. VERTO will always gain a student's written permission before using information about the individual in any marketing materials and will respect any conditions of permission imposed by the student.
4. VERTO will always accurately represent training products and services to prospective students.
5. VERTO ensures that students are provided with full details of conditions in any contractual arrangements with the organisation.

Accurate and clear marketing

Where advertisements and/or advertising material refer to VERTO's RTO status, the products and services covered by the organisation's scope of registration are clearly identified. VERTO only advertises the AQF qualifications it is registered to issue.

Advertisements and advertising materials used by VERTO identify Nationally Recognised Training separately from courses recognised by other bodies and without recognised status.

VERTO TRAINING SERVICES
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training@verto.org.au

The names of Training Packages, qualifications and/or accredited course listed in advertising materials utilised by VERTO comply with the names/titles recognised by ASQA. Full information on specific courses is available from VERTO prior to enrolment.

Social Media Use

Issues or material that could identify and adversely affect a fellow student, staff member or the organisation must not be placed on any social networking sites, unless otherwise authorised.

CONFLICT OF INTEREST

Referrals between Courses and/or Services

VERTO is committed to ensure that clients and students who access more than one service offered by VERTO do so in the knowledge that VERTO employees will always recommend the most appropriate option for the individual regardless of whether the provider of that service is a competitor of VERTO. The decision about the "most appropriate option" will be the option that optimally meets the individual's needs.

Where a client/student chooses a VERTO service, employees will gather appropriate information about why the client/student made that choice, rather than choosing a service offered by another provider. This information may be made available to funding bodies to prove no conflict of interest. VERTO employees will never coerce or apply undue pressure on a client/student to choose a VERTO course or service.

Seeking referrals for non VERTO interests

VERTO employees must not use information obtained in the course of their training and/or assessing duties to gain a monetary or other advantage for themselves or for any other person. VERTO employees should avoid situations in which private interests, whether monetary or personal, conflict or might reasonably be thought to conflict, with their responsibilities and duties for VERTO. This includes but is not limited to, advertising personal consultancy services during a course without prior agreement from VERTO. If the situation is unclear, but it is thought conflict has or may occur, the details should be discussed with your Coordinator/Trainer/Assessor.

Intellectual property

Materials prepared, purchased or provided by VERTO for training and assessment services remain the property of VERTO unless otherwise formally negotiated.

LEGISLATION

Information about current legislative and regulatory requirements impacting on students in training can be found as follows:

- *National Vocational Education and Training Regulator Act 2011* (Cth) – provides for the administration of a vocational education and training system and oversees the provision of post Year 10 education and training in NSW.

- *Workplace Health and Safety Act 2011* (NSW) – provides for duties and obligations related to workplace health and safety.
- *Anti-Discrimination Act 1977* (NSW) – provides for prohibition of discrimination and other specified conduct and provides for the investigation of complaints in relation to discrimination. This act also covers legislation against workplace harassment, bullying or victimisation.

NSW legislation is available via www.legislation.nsw.gov.au

- *Disability Discrimination Act (DDA)* Disability Standards for Education 2005 – ensure equal access to training for students with a disability. See www.humanrights.gov.au
- *Privacy Act 1988* (Cth) – relating to the collection, use and storage of personal data. See www.privacy.gov.au
- Equal Employment Opportunity (EEO) – all Trainers and Assessors are employed in line with EEO requirements and appointed on merit. See www.humanrights.gov.au

Legislation specific to individual training packages and qualifications may apply and will be addressed during the relevant training.



VERTO Employment Services has been certified by BSI to the international ISO 9001 Quality Management standards under certificate number FS 607081

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Connect with VERTO

1300 4 VERTO (or 1300 483 786)

verto.org.au

